

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

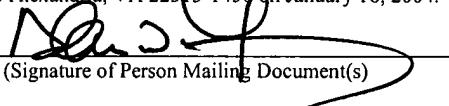
In re the application of:) Examiner: Not Assigned
Editt Gonen-Friedman et al.) Group Art Unit: Not Assigned
For: **METHODS AND SYSTEMS FOR ONLINE**) Confirmation No.: Not Assigned
SELF-SERVICE RECEIVABLES AND) Customer No.: 22430
AUTOMATED ONLINE RECEIVABLES)
DISPUTE RESOLUTION)
Serial No.: Not Assigned)
Filed: January 16, 2004) **PRELIMINARY AMENDMENT**
Atty. Docket No.: ORCL5643DIV)
(OID-1999-180-01-DIV)

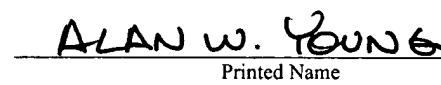
BOX PATENT APPLICATION

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

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(Signature of Person Mailing Document(s))


ALAN W. YOUNG
Printed Name

PRELIMINARY AMENDMENT

Sir:

Preliminary to examination, please amend the above-referenced application as follows:

A complete listing of the claims begins on page 2 of this paper.

Amendments to the specification begin on page 6 of this paper

Remarks/Arguments begin on page 7 of this paper.